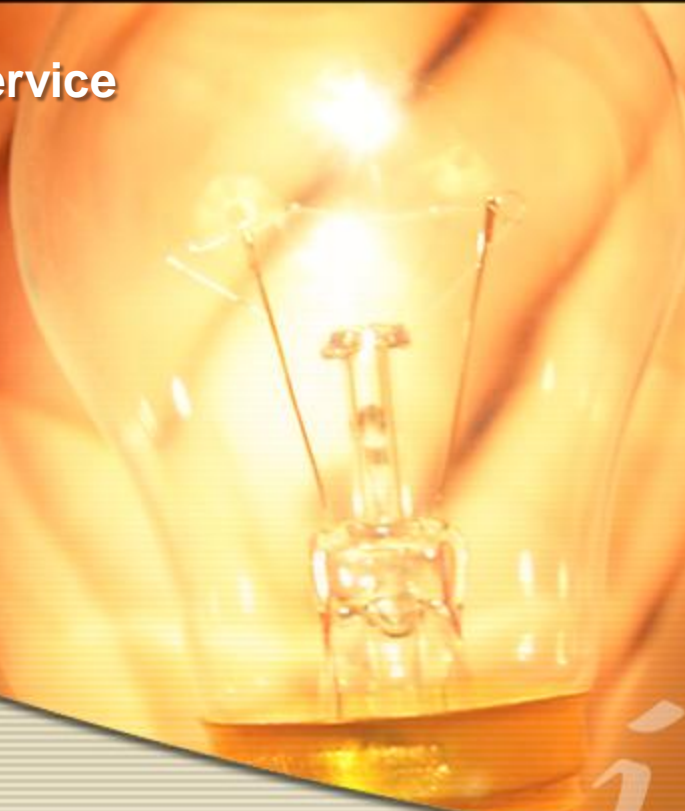**Centralized Customer Service Management System (Remedy 7-CCSMS)**

Providing Effective Service to our Constituents

Human Resources & Outreach Committee - September 9, 2009

Jose Luis Rodriguez, Business Services Director
Regulatory & Public Affairs

What is Remedy 7 and what does it do?

- **Remedy 7 is the world's leading issue tracking software that allows the user the ability to improve customer service by facilitating the tracking, assignment and fulfillment of requests received from customers.**

- **The District already uses Remedy 7 in some areas for tracking internal service requests made to the Information Technology Department and by Operations & Maintenance to track SCADA related issues.**

- **This implementation will add this functionality to the Office of Ombuds and Open Government, Board & Executive Services, the Executive Office and Service Centers.**

Convenient On-Line Request Submissions

User friendly interface provides the public with the ability to submit their request and receive a tracking number for use on-line.

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

Office of Ombuds and Open Government

"Citizen participation in all levels of government is a basic principle of our democracy."

Florida Governor Charlie Crist

SFWMD Home

Office of Ombuds & Open Government

▷ Jurisdiction
▷ Legislative Mandate
▷ Reports
▷ Ombudsman Biography
▷ Helpful Links
▷ FAQ's
▷ Contact Us
▷ Citizen Inquiry Form

Citizen Inquiry Form

| First Name: | | Middle Initial: | |

Last Name:

Phone Number:

Email Address:

Address1:

Address2:

City: State:

County:

Zip:

Fax Number:

Summarize Your Inquiry:
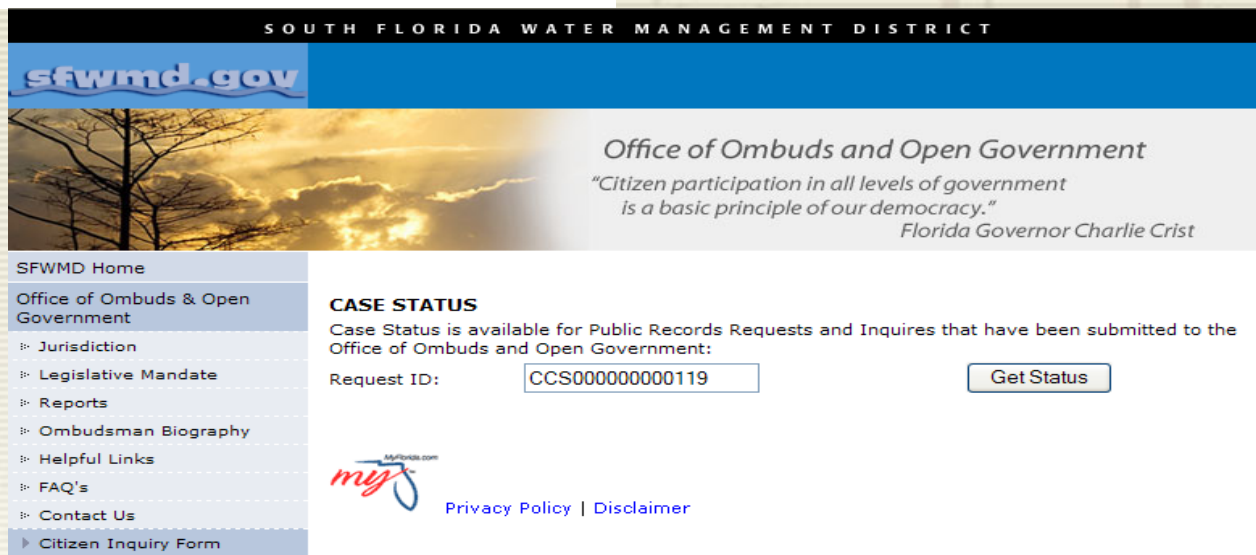
Real Time Case Status Reporting

Thank You

Your inquiry has been submitted to the Office of Ombuds & Open Government.
Please keep this Request Number **CCS000000000296** for you reference.
Our office will be in contact with you soon, in the meantime should you have any questions,
please feel free to contact our office at (561) 682-6335.

Close

Easy tracking of requests through the District website.

SOUTH FLORIDA WATER MANAGEMENT DISTRICT

sfwmd.gov

Office of Ombuds and Open Government
*"Citizen participation in all levels of government
is a basic principle of our democracy."*
Florida Governor Charlie Crist

SFWMD Home

Office of Ombuds & Open Government

- Jurisdiction
- Legislative Mandate
- Reports
- Ombudsman Biography
- Helpful Links
- FAQ's
- Contact Us
- Citizen Inquiry Form

CASE STATUS

Case Status is available for Public Records Requests and Inquires that have been submitted to the Office of Ombuds and Open Government:

Request ID: CCS000000000119   Get Status

MyFlorida.com
my

Privacy Policy | Disclaimer

Status

Your request CCS000000000150 for information or assistance is being reviewed and is being processed. An agency response is pending.

Close

Intake and Processing

Enhancements to Assignment & Work Tracking Capabilities
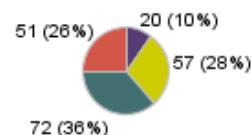
Comprehensive Snapshot Tracking Capabilities

Reporting Capabilities Continued

Service Centers – At A Glance

Ombuds
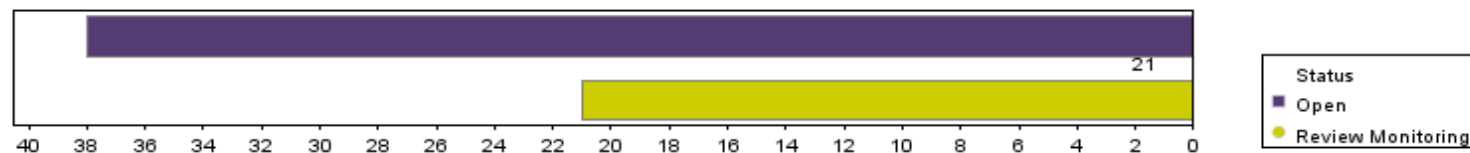
How are we doing?

✓ **Survey generating capabilities will allow for tracking of customer satisfaction in real time.**

✓ **Survey statistics can be generated by county, most common topics of inquiry and type of constituency (public, utilities, environmental community, government entities etc…)**

8. Follow up and closure of your request: (Choose One):

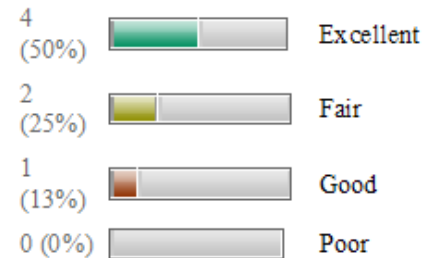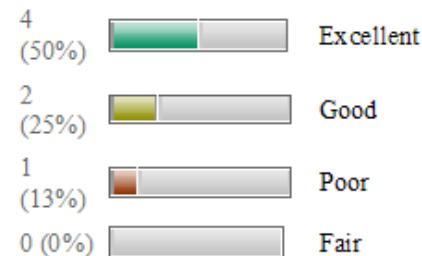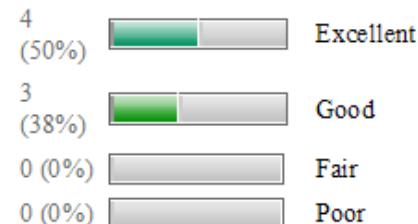|		
4 (50%)	▰▰	Excellent
2 (25%)	▰	Fair
1 (13%)	▰	Good
0 (0%)		Poor

9. Courtesy and professionalism of staff: (Choose One):

4 (50%)	▰▰	Excellent
2 (25%)	▰	Good
1 (13%)	▰	Poor
0 (0%)		Fair

10. Overall satisfaction with your interaction with the District: (Choose One):

4 (50%)	▰▰	Excellent
3 (38%)	▰	Good
0 (0%)		Fair
0 (0%)		Poor

Success is never final

✓ **Upgrade will increase accountability and allow management to identify areas where further improvements in the service we provide to our constituents can be achieved.**

✓ **Go-Live date: September 14, 2009.**

QUESTIONS?

Thank You!